

Trade Waste Policy

Aim

This policy outlines our commitment to the efficient and effective management of liquid trade waste.

It also outlines our trade waste charges policy.

Policy

We provide industrial and commercial trade waste services across Tasmania, including collection, conveyance, storage and treatment. We manage the associated risks to people, the environment and our assets.

In providing these services, we are committed to the effective and efficient management of trade waste discharge to sewer so as to prevent harm to people, the environment and our sewerage infrastructure.

To achieve this, we will:

- Apply a responsive risk-based approach to the management of trade waste
- Have systems, procedures and agreements that:
 - Protect the health and safety of the community and our employees
 - Protect the environment
 - Outline how we will manage the risks associated with accepting trade waste
 - Support the efficient and effective operation of our sewerage infrastructure
- Have appropriate, clear agreements with trade waste customers that detail their obligations when using our trade waste services
- Fully recover the costs of providing trade waste services on an equitable basis, including the cost of conveyance, treatment, storage, disposal, maintenance and repair of damage to the sewerage infrastructure
- Provide customers with policy certainty so as to encourage trade waste minimisation through sustainable, clean and innovative trade waste management practices.

Trade Waste Consent

A person must obtain our consent (under section 56ZI of the Act) before discharging anything to our sewerage infrastructure. It is unlawful to discharge trade waste to our sewerage infrastructure without our consent.

We will provide a trade waste service including collection, conveyance and treatment of trade waste where the waste is of an appropriate volume and quality to be accepted for discharge to our sewerage infrastructure. The conditions of acceptance, and the associated charges, may differ depending on the level of risk associated with the discharge of trade waste to our sewerage infrastructure including the impact on the receiving sewage treatment plant.

Customer categories

We determine a trade waste customer's category by calculating a risk score based on the following four key elements: business activity, substance of concern, pre-treatment requirements and trade waste volume.

A customer's risk score provides an indication of the expected demand placed on our sewerage infrastructure by the trade waste discharged by the customer.

We classify trade waste customers into four primary categories:

- **Category 1:** Dischargers of trade waste of low volume or strength, which poses minimal risk to our sewerage infrastructure and can be managed through pre-treatment or cleaner production methods
- **Category 2:** Dischargers of trade waste of low to medium volume, which require physical pre-treatment at the source to make the trade waste acceptable for discharge to our sewerage infrastructure. Category 2 is further separated into three sub-categories (2A, 2B and 2C), based on an assessment of the commercial and technical risk associated with accepting a customer's trade waste to our sewerage infrastructure
- **Category 3:** Dischargers of trade waste which through volume, composition or quality, individually or combined, poses a medium risk to the operation of our sewerage infrastructure
- **Category 4:** Dischargers of trade waste which through volume, composition or quality, individually or combined, poses a high risk to the operation of our sewerage infrastructure.

Our Trade Waste Customer Category Guideline provides further detail on the categorisation of trade waste customers and is available on our website at www.taswater.com.au.

Tankered Trade Waste

In line with regulation 15 of the *Water and Sewerage Industry (General) Regulations 2009*, we do not accept tankered trade waste for direct discharge to sewer. These substances pose risks to:

- The health and safety of the community and our employees
- The environment
- Our sewerage infrastructure and treatment processes.

We apply a risk-based approach to determine whether we will accept certain types of tankered trade waste at designated receiving facilities.

Fees and Charges

The following fees and charges apply for each category of trade waste customer:

- Category 1 and 2 trade waste:
 - We will levy application fees, target trade waste charges and may levy a non-compliance charge
 - These charges will be levied in accordance with the Price and Service Plan 1 July 2018 to 30 June 2021 and indexed annually by 3.98 per cent as approved by the Regulator.

- Category 3 and 4 trade waste:
 - These customers must enter into a contract under Section 61 of the *Water and Sewerage Industry Act 2008*
 - We will levy application fees, volumetric charges and mass load charges, and may levy a non-compliance charge. We will determine these fees, charges and associated indexation annually
 - We will negotiate a transition period with each customer that reflects the reasonable time required for the customer to implement appropriate trade waste risk controls. During the respective transition period, volumetric and mass load charges will be levied at a percentage of the full cost. To comply with legislative requirements, any transition period must conclude with the customer paying 100 per cent of costs on, or before, 1 July 2020
 - The agreed transition period may include, but is not limited to, time for funding, design, construction, installation and commissioning of pre-treatment where required. Approved transition periods will require customers to achieve long term sewer acceptance limits and pay full charges by the conclusion of the period.
- Tankered Trade Waste:
 - We will levy management fees and tankered trade waste category fees on a per kilolitre basis
 - We will determine the fees, charges and associated indexation annually.

Other fees include (where applicable):

- Trade waste site constraint fee: some trade waste customers are unable to comply with our trade waste requirements due to heritage or other site constraints at their properties. The fee is set to offset the impact on our sewerage systems since constrained sites are discharging untreated trade waste into our systems.
- Trade waste macerator charge: to provide a signal to applicable customers that there is a cost impact on our sewerage system from macerators in aged care facilities that shred disposable paper bedpans prior to discharge to the sewer.

We will publish the schedule of fees and charges for each category of trade waste customer on our website at www.taswater.com.au.

Responsibility for Charges

The trade waste customer is responsible for ensuring that:

- They have our consent to discharge trade waste to our sewerage infrastructure from their property.
- They pay all charges levied by us for the provision of trade waste services to their property.

Definitions

Act means the *Water and Sewerage Industry Act 2008*.

application fee means the cost imposed by us for assessment of an application and making a determination about accepting trade waste to sewer.

consent has the same meaning as in the Customer Contract.

customer has the same meaning as in the Act.

Customer Contract has the same meaning as in the Act.

fixed sewerage charge has the same meaning as in the Customer Contract.

mass load charge is the charge applied to the quantity (in kilograms) of pollutant discharged by a customer to our sewerage infrastructure.

non-compliance charge is the charge levied when a customer fails to comply with the conditions of the consent permitting the customer to discharge trade waste to our sewerage infrastructure. The charge is a multiple of the target trade waste charge, where multipliers are used to calculate the applicable non-compliance charges to reflect either a minor or major non-compliance event.

Regulator means the Regulator referred to in section 11 of the Act.

trade waste has the same meaning as in the Act.

trade waste charge means a recurrent charge for the acceptance of trade waste from a customer, but does not include a fixed sewerage charge. The trade waste charge comprises:

- An annual management component which is calculated based on an apportionment of the time spent on the administrative and technical tasks required to adequately manage each category of trade waste customers and
- A usage component which is calculated based on the deemed average trade waste discharge volumes for trade waste customers in each category.

volumetric charge is the charge applied to the volume (in kilolitres) of trade waste discharged by a customer to our sewerage infrastructure

we or **us** means TasWater.

Legislation

- *Environmental Management and Pollution Control Act 1994*
- *Environmental Management and Pollution (Waste Management) Regulations 2010*
- *Water and Sewerage Industry Act 2008*
- *Water and Sewerage Industry (General) Regulations 2009*
- *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*

Associated Documents

- Trade Waste Pre-treatment Guidelines – provides information regarding our pre-treatment requirements
- Trade Waste Customer Category Guideline – provides guidance on how we categorise trade waste and how we calculate trade waste charges

- Price and Service Plan 1 July 2018 - 30 June 2021 – explains our investment priorities, revenue requirements and pricing for the period
- Customer Contract - including the Commercial Trade Waste Consent

Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing this policy.

Approved by the Board at its meeting on of 2018.

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Chairman